



## Commonwealth Coordinated Care Plus Update – March 2018

We are pleased to provide you with the following important updates on the Department's Commonwealth Coordinated Care (CCC) Plus program.

### **Background**

Beginning August 1, 2017, the Department of Medical Assistance Services (DMAS) launched the CCC Plus Managed Care program in the Tidewater region for full Medicaid Members who are either 65 or older, children or adults with disabilities, nursing facility residents, and those receiving services and supports through a home and community based waiver. On January 1, 2018, Commonwealth Coordinated Care Members and Medallion 3.0 Aged, Blind and Disabled individuals were transitioned into CCC Plus bringing enrollment in the program to about 210,000 individuals.

As new CCC Plus Members become eligible each month, Medicaid mails an enrollment letter and program information to the Members. The new CCC Plus program provides medical, behavioral health, substance use disorder, and long term services and supports services under one program. The program includes the additional benefit of a Care Coordinator assigned to each Member. Detailed information on CCC Plus is available on the [CCC Plus webpage](#).

### **Provider Networks**

See the [Contracting and Credentialing Contact Information](#) to find out more about participating with the CCC Plus health plans.

### **CCC Plus Health Plan Websites**

Aetna Better Health of Virginia	<a href="https://www.aetnabetterhealth.com/virginia">https://www.aetnabetterhealth.com/virginia</a>
Anthem HealthKeepers Plus	<a href="https://mss.anthem.com/va/Pages/aboutus.aspx">https://mss.anthem.com/va/Pages/aboutus.aspx</a>
Magellan Complete Care of Virginia	<a href="http://www.mccofva.com/">http://www.mccofva.com/</a>
Optima Health Community Care	<a href="https://www.optimahealth.com/communitycare/Pages/default.aspx">https://www.optimahealth.com/communitycare/Pages/default.aspx</a>
UnitedHealthcare Community Plan	<a href="http://www.uhccommunityplan.com/">http://www.uhccommunityplan.com/</a>
Virginia Premier Elite Pus	<a href="https://www.virginiapremier.com/">https://www.virginiapremier.com/</a>



### CCC Plus Enrollment as of 3/09/2018

MCO	Tidewater	Central	Charlottesville	Roanoke Alleghany	Southwest	Northern VA/ Winchester	Total
Aetna	5,372	8,860	3,907	3,578	3,931	4,691	30,339
Anthem	13,325	16,051	5,446	4,885	3,531	16,104	59,342
Magellan	6,486	4,781	2,872	2,432	2,155	3,395	22,121
Optima	10,530	7,382	7,542	2,444	2,612	3,085	33,595
United	4,285	4,613	2,199	3,139	2,260	6,994	23,490
VA Premier	5,103	9,587	7,124	8,786	6,609	3,867	41,076
<b>Total</b>	45,101	51,274	29,090	25,264	21,098	38,136	209,963

### Public Comment for Contract Amendments

We sent the [2018 Contract](#) between DMAS and CCC Plus health plans to our stakeholder list-serve to solicit mid-year contract amendments. Since this is a mid-year amendment we are only looking for amendments that add clarity to an already defined requirement, technical changes (grammar, typos, etc.), or are critical to the operation of the program. We cannot make changes that require a rate change or increase the MCO's administrative fee. Those types of changes can be made during the annual re-contracting period, which will begin in the Fall of 2018. **The deadline for comments is extended to Wednesday, April 4.** Please send comments to Mary Mitchell at [Mary.Mitchell@dmass.virginia.gov](mailto:Mary.Mitchell@dmass.virginia.gov) and carbon copy the mailbox: [CCCPlusContract@dmass.virginia.gov](mailto:CCCPlusContract@dmass.virginia.gov)

### Dual Special Needs Plan (DSNP)

DMAS updated the [DSNP provider overview](#) and posted the [CCC Plus health plan sample cards and DSNP health plan sample cards](#).



### **Continuity of Care Period**

On or after April 1, 2018, the continuity of care period to maintain the Member's current providers is for up to 30 days, and the health plan will honor the service authorizations issued by DMAS or the DMAS Contractor for the length of the existing service authorization or 30 days (whichever is sooner). The health plan will extend this timeframe as necessary to ensure continuity of care, pending the provider's contracting with the health plan or the Member's safe and effective transition to a contracted provider.

For information on how to bill as an out-of-network provider, please see Appendix B of the [Medicaid Memo about CCC Plus and Coordination with Medicare](#).

### **Members that are Difficult to Contact**

DMAS has instructed health plan Care Coordinators to reach out to providers for assistance in getting in touch with Members that they are having difficulty contacting. Health Insurance Portability and Accountability Act ("HIPAA") privacy requirements allow for the effective exchange of clinical information for treatment, payment and healthcare operations purposes, as described in 45 CFR § 164.506(c), while complying with applicable confidentiality requirements. When possible, please assist Care Coordinators in their efforts to locate and contact Members.

### **Update for Screening Teams**

Anthem updated their fax number used to receive long term services and supports screenings. The new Anthem fax number is 844-471-7937. All of the CCC Plus health plan fax numbers for screeners and Care Coordination lines are below.

CCC Plus Health Plan	FAX Number for Screening Documents	Care Coordination Phone Number
Aetna Better Health of Virginia	844-459-6680	855-652-8249
Anthem HealthKeepers Plus	844-471-7937	855-323-4687 (Option 4)
Magellan Complete Care of Virginia	866-210-1523	800-424-4524



Optima Health Community Care	844-552-7508	866-546-7924
UnitedHealthcare Community Plan	855-770-7088	877-843-4366
Virginia Premier Elite Plus	877-794-7954	877-719-7358 press option 3-3-4-1

### **Transition of Community Mental Health Rehabilitation Services (CMHRS) to CCC Plus**

DMAS continues to host the weekly Community Mental Health and Rehabilitation Services (CMHRS) Provider conference call series on Fridays from 11:00am to 12:00pm with the CCC Plus health plans. The call format changed on February 23, 2018 to allow for better provider participation under the operator-assisted format. Providers can dial 1-855-339-6860 and request to join the DMAS CMHRS Weekly call when speaking to the operator. The [CMHRS Provider Call Schedule](#) is posted on the DMAS website. DMAS continues to add provider resource materials to the DMAS [CMHRS Transition](#) website and also maintains the most up to date information on existing resources such as the links titled [CCC Plus CMHRS Implementation FAQs](#) and [CMHRS Provider Reference-Doing Business with CCC Plus MCO's](#). Production on the updated PDF versions of the CMHRS authorization forms is almost complete and the updated forms should be ready for posting by mid-April. Providers are instructed to continue using the (MS Word) [forms](#) posted on the website.

### **Care Coordination in Action: Culturally Competent Care**

An elderly female Spanish-speaking Member was in need of personal care services. The Member was emotionally and physically fragile. To meet her personal care needs, a family member was out of work on Family Medical Leave Act (FMLA). The family caregiver had exhausted the leave and needed to return to work. The family had been unable to locate a Spanish-speaking caregiver on their own. The family member was facing pressure to return to work but also felt torn by the desire to have the Member cared for by someone with whom she could communicate.

The Care Coordinator began to explore options. She encountered difficulty locating Spanish-speaking personal care aides working for agencies in the Member's area. The Care Coordinator was aware of another Spanish-speaking Member who had a personal care aide. The Care Coordinator networked with this aide to see if she knew of any Spanish-speaking personal care aides in her community. Through creative networking, she was able to link with an aide who came to the local area after being displaced by Hurricane Maria. The Care Coordinator



connected this aide with the member's authorized representative. After being interviewed by the Member, the Care Coordinator met with the Service Facilitator and assisted with getting services in place under the CCC Plus Waiver. The Care Coordinator's cultural sensitivity led to the Member feeling confident about receiving services from a Spanish-speaking caregiver. This allowed the family member to return to work and provided employment to a hurricane survivor.

### **Outreach and Education**

Provider conference calls are continuing. The next call is April 11, 2018 from 12:30 – 1:15pm. Dial 1-866-842-5779 and enter Conference Code: 9318957138. See the [CCC Plus Provider Schedule](#) for the full list. Please see the changes mentioned in the CMHRS section regarding the CMHRS provider calls.

DMAS held a CCC Plus Advisory Committee meeting on March 27, 2018. The [agenda](#) and [presentation](#) are available online.

If you have questions or concerns about CCC Plus for DMAS, please email the CCC Plus inbox, [cccplus@dmass.virginia.gov](mailto:cccplus@dmass.virginia.gov) for assistance.